Problem Analyst

Position Description

Grade	5.1	**Position number**	
Employment type	Ongoing	**Status**	Full time
Division	Service Delivery	**Direct / indirect reports**	0 / 0
Reports to	Problem Manager		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

Position Purpose

The Problem Analyst will be responsible for analysing reported problems identified across CenITex, conducting investigations from facilitating root cause identification through to coordinating the implementation of corrective and preventative measures.

Key Accountabilities

- Review and conduct in-depth analysis and investigation into reported problems to determine root cause, impact and severity.

- Work with key stakeholders to facilitate generation of solutions and implementation of corrective and preventative measures.

- Provide professional advice, coaching and development to CenITex employees in area of expertise.

- Record resolutions and initiate process of updating documentation to ensure 'lessons learnt' and 'good practice' are captured.

- Generate reports to demonstrate trends across the organisation, providing analysis and insight to influence and/or initiate actions to reduce the incidence of future problems.

- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. **Specialist Expertise and Experience**

   Strong knowledge, capability and experience working in field of IT problem management.

2. **Research, Analytical and Problem Solving Skills**

   Exceptional research, analytical and problem solving skills, with proven ability to consider issues from different perspectives and draw commercially sound recommendations.

3. **Communication and Influence**

   Strong communication and interpersonal skills with the ability to credibly communicate, facilitate and influence outcomes at all levels of the organisation.

4. **Business Management**

   Demonstrated ability to contribute to and drive operational objectives through effective planning of business functions i.e. ITIL framework, people, finance and performance.

5. **Service Excellence**

   Dedication to customer service with demonstrated experience in leading and implementing initiatives that deliver improved customer experience.

Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- ITIL Certification.

Skills & Competencies

- **Coaching -** Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Conflict Resolution** - Manages conflict productively so that relationships are maintained and the learnings are applied
- **Customer Focus -** Provides an end to end customer experience and meets the customer's expectations and needs
- **Flexibility and Adaptability -** Maintains performance in the face of changing work demands organisational situation or environment
- **Improvement Decision-Making -** Makes effective decisions and innovations which make a step change in the performance of their work group
- **Influencing Ability** - Influences suppliers and other staff outside their own team towards their own needs and goals
- **Initiative -** Remains proactive and takes prompt action to accomplish goals
- **Results Orientation -** Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Tactical Alertness** - Is alert to the opportunities and threats to their team or department
- **Team Work** - Relates with others in their team to achieve the work group's goals over time
- **Time Management -** Plans own schedules and resources so that their own tasks are completed by the required time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.